AFFORDABLE TECHNOLOGY SUPPORT FOR YOUR HOME



# RESIDENTIAL SERVICE OFFERINGS

### COMTEX TECHNOLOGIES CO.

(317) 409-4592 • FAX (317) 926-5975 EMAIL: SALES@COMTEX.US

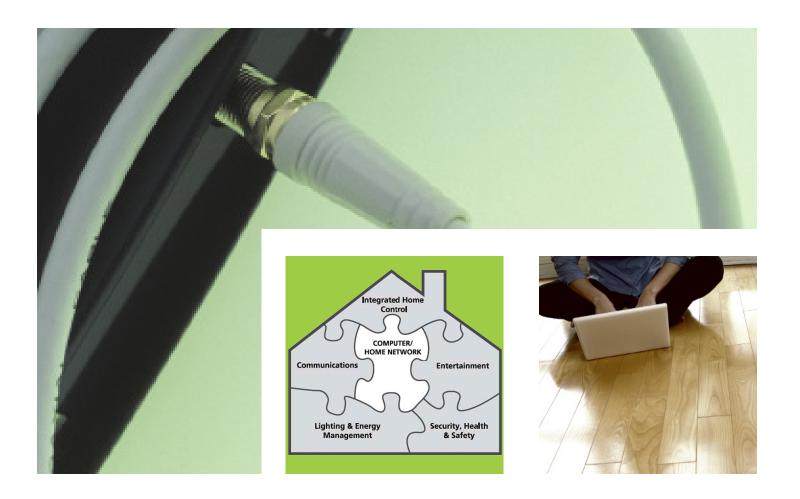
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## We Have the Solution. Get a Managed Service Agreement Technology Support Services That Are Catered Around Your Needs

- Technical Support Setting A Standard In The Industry
- Saving YOU Time and Money
- · Offering YOU Quick, Easy and Valuable Solutions

From individual desktop support, to home area networks connecting desktops within the home, to various applications within the home--we focus on providing solutions that work.



### TECH@HOMETM KEEPS YOU COVERED

### Time = \$\$\$

We believe your time is precious. When you have problems with your computer systems you shouldn't have to spend your valuable time wearing a tech-support hat. Our skilled technicians, reliable software, and proven methods allow you and your family to spend your time working **WITH** your technology – not **ON** your technology.

You can count on us to deliver the Value, Integrity and Service Comtex Technologies is known for.

We believe when you have problems with your technology systems, you can be assured that help is available. At Comtex, our Managed Service Agreement (MSA) is catered to each individual client's needs. We make it a point to offer you superior service.

- Simply put--We are a quick phone call away: if you need your computer repaired, call us at (317) 409-4592, 24 hours a day, and 7 days a week.
- Our business partnerships with industry titans such as Cisco, Microsoft, Dell, and Symantec Corp. save you time and money
- Tech@HOME™ a service developed by Comtex that constantly monitors your network and will fix problems proactively.
- We follow up with you to make sure you're satisfied with your support
- Our elite team of technology professionals are experts in their fields who know the latest developments in the IT industry.



## COMPARE OUR MANAGED SERVICE AGREEMENT AND LOW PRICES

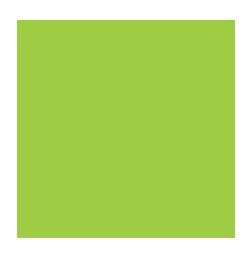
- Compare our coverage plans. You'll find that we offer more for the price—with the best value and service.
- Check our Service offerings. It covers many additional, but common issues which will give you added protection as your system problems arise
- Within each of our lines of services, we are able to leverage our expertise, disciplines and strategic partnerships to deliver complete, turnkey systems.

















## YOU NEED A TECH@HOME™ MANAGED SERVICES AGREEMENT!

#### You need to:

- Partner with a trusted vendor known for listening and responding quickly
- · Have a network of technicians who are experts in their field
- · Have a team on hand which will help you save money on technology improvements

### A Tech@HOME™ Managed Service Agreement can also help with:

- · Network management, system/risk assessment, integration management,
- Home Network design, and security
- Application development, and many other Information Technology services.



#### APPLYING IS EASY

Don't wait for a computer problem to arise, make the decision today to apply for a Tech@HOME™ Managed Service Agreement.

You have two easy ways to apply: call us at (317) 409-4592 or email us at sales@comtex.us



### MANAGED SERVICE PLAN COMPARISON

	Silver	Gold	Platinum
DESCRIPTION	\$25.00 p/mth	\$40.00 p/mth	\$75.00 p/mth
Hourly On Site Rate	\$50* (12 month contract required. Ask about our 24 and 36 month plans)	\$35* (12 month contract required. Ask about our 24 and 36 month plans)	\$0.00* (12 month contract required. Ask about our 24 and 36 month plans)
Free On-Site Support (1hr per visit minimum)	2 hrs per month	5 hrs per month	unlimited
Emergency Response Rate	\$75* (12 month contract required. Ask about our 24 and 36 month plans)	\$50* (12 month contract required. Ask about our 24 and 36 month plans)	Included
Emergency Response Time	Under 4 hours guaranteed	Under 3 hours guaranteed	Under 2 hours guaranteed
Included On-site scheduling of technician	1-2 days	Next Day	Same day
Phone and Remote Support Sessions	Includes Unlimited help desk calls	Includes Unlimited help desk calls	Includes Unlimited help desk calls
24-7 Remote Monitoring	Included	Included	Included
Notification of unusual events	Included	Included	Included
Executive Summary Monthly Report	Included	Included	Included
Spyware Software and monitoring/removal	Included	Included	Included
Unlimited Remote Patch Mgmt. (operating system)	Included	Included	Included
Monthly PC Maintenance	Included	Included	Included
Quarterly review and planning meeting	Included	Included	Included
Adding and removing technology*	NOT Inc.	Included	Included
Asset Management	NOT Inc.	Included	Included
Unlimited software upgrades*	NOT Inc.	Included	Included
Firewall Management	Included	Included	Included
Printer Management (Networked)	NOT Inc.	Included	Included
Virus R^{ [ çæ///////////////////////////////////		NOT In&È	Included
Additional Services Setup Fee Discount	10%	15%	20%
Installation of new hardware and software*	NOT Inc.	NOT Inc.	Included
Shopping and ordering warranty parts*	NOT Inc.	NOT Inc.	Included
100% No Hassle Guarantee	Included	Included	Included
Number of PC's Covered	1-2	3-4	5+

\*Labor only; all hardware and software costs will be additional. B cfa U cbg]hYfUhY]g~ %\$\$"\$\$ d# f"

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Additional Services				
	For Current Customers	Hardware Costs		
Home Security Service	\$50	call for pricing		
Home Entertainment Services	\$25	call for pricing		
Home Communications	\$5 per user	call for pricing		
Remote Backup	Call for pricing	call for pricing		